The University of Tennessee College of Social Work
KnoxHMIS 2010 Annual Report

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Executive Summary

During 2012, there was a 14% decrease in the number of individuals new to homelessness in Knoxville. Individuals seeking services for the first time dropped from 3,264 in 2011 to 2822 this year. Strikingly, this figure represents a 36% decrease since a peak in 2010 of 4,394.

The picture is somewhat different for active clients[1] a total of 9,388 individuals accessed homeless services from KnoxHMIS partner agencies[2]. This figure represents a 4% increase from 2011 (9,023). Chronically homeless individuals represented 20% of all active clients. On average, 4,462 active clients sought services each month from KnoxHMIS partner agencies.

- 39% were female
- 30% were reported to have a disability
- 33% of those reporting a disability were classified with mental health problems
- 22% of men reported primary reason for homelessness as "loss of job"
- 17% of women reported primary reason for homelessness as "domestic violence"
- 14% were children
- 11% were veterans
- 9% were female single parents
- 7% were street homeless
- 69% had zip code of last permanent address captured
- 62% had last permanent address in Knoxville/Knox Co.
- 78% last permanent address in Knox or a surrounding county.

Services and Outcomes

The capture in KnoxHMIS of casenotes and services delivered by partner agencies facilitates the coordination of care, reduction of duplication of services, and measurement of resources delivery. In 2012 there was an 8% increase in recorded services delivered.

- The average length of stay in emergency shelter was 32 days (SD=57)[3].
- The average length of stay in transitional housing was 167 days (SD=210).
- Since July 2008, 3,973 individuals have been placed in housing.
- Since September 2009, Homeless Prevention and Rapid Rehousing programs have exited 91% of clients to permanent homes.
- Only 22% of active client had casenotes (8.4% increase from 2011)

[1] See chart 2 on page 4 and description on page 5 for more info on active clients.

[2] KnoxHMIS partner agencies include Knoxville-Knox County Community Action Committee, Catholic Charities, Child and Family Tennessee, Family Promise, Helen Ross McNabb, Knoxville Area Rescue Ministries, Parkridge Harbor, Salvation Army, Steps House, The Next Door, Volunteer Ministry Center, Volunteers of America, and YWCA.

[3] Standard Deviation

KnoxHMIS 2012 Annual Report

New Clients Entered into KnoxHMIS

In 2012, 2,822 new clients were entered into KnoxHMIS representing a 14 percent decrease from 2011 (Table 1). The adjacent table shows the percent change in new clients entered in KnoxHMIS each year since 2006.

Table 1: Percent Change in Number of Clients Entered (2007-2011)

2007	+12% (3,613)
2008	+31% (4,731)
2009	-21% (3,727)
2010	+17% (4,394)
2011	-25% (3,264)
2012	-14% (2,822)

	2006	2007	2008	2009	2010	2011	2012
Not Chronic	1,449	1,547	2,541	2,494	2,267	2,427	1,978
Chronic	614	716	658	532	348	401	474
Null	1,112	1,350	1,532	701	1,779	436	370

Chart 1: New Clients Added from 2006 to 2012

Chart 1 shows the trend in New Clients Added between 2006 and 2012. Not Chronic refers to new clients added to KnoxHMIS who were homeless while Chronic refers to those entering KnoxHMIS who were experiencing chronic homelessness. Additionally, the Null category indicates the number of new clients added to KnoxHMIS who did not answer whether they were homeless or chronically homeless upon entry. By noting the decrease in null instances from 1,779 to 370, Chart 1 reflects an improvement in data quality since 2010.

Table 2 compares the number of individuals in identified sub-groups of the homeless population that were newly entered into KnoxHMIS in 2011 and 2012.[4] Of new clients entered in 2012, there was an decrease in the following subgroups: females, individuals in a female single parent household, black or African Americans and children. Most notably, there was a 5 percent increase in the number of chronically homeless individuals and a 7 percent increase in the number of people with a disability of long duration. However in 2012, there was a slight decrease (-1%)in the number of Black or African American individuals experiencing homelessness.

	2011 n=	2012 n=	Percent Change
Females	1423	1100	-22%
Individuals in a Female Single Parent Households	948	649	-31%
Black or African Americans	860	705	-18%
Children	773	480	-37%
People with a Disability of Long Duration	673	790	17%
Chronically Homeless Individuals	401	474	18%

Table 2: Subgroups of New Clients Added (2011-2012)

Active Clients Utilizing Services

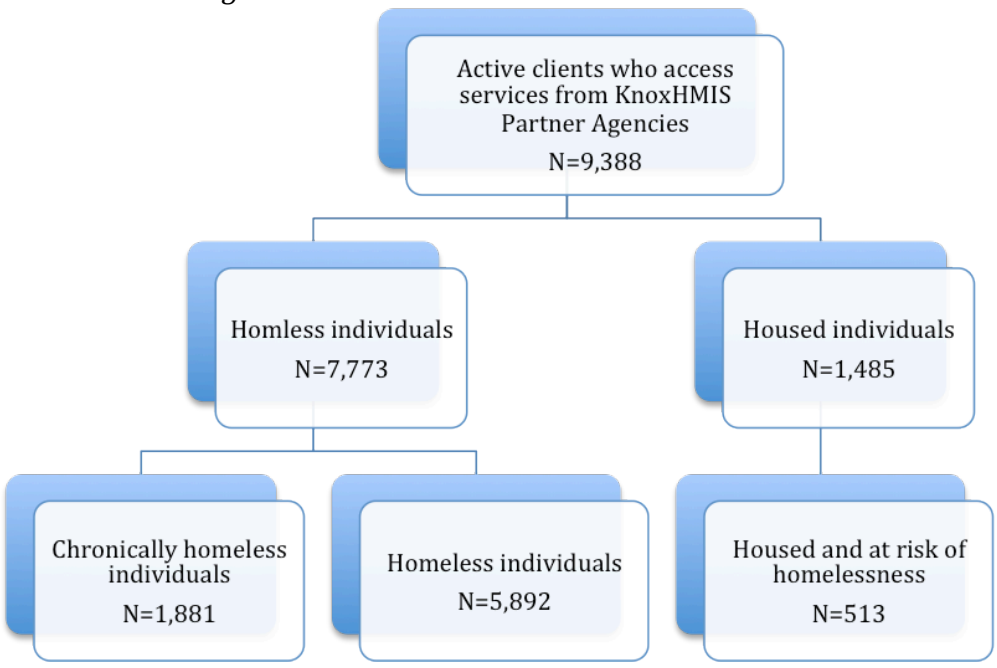


Chart 2: 2012 Subgroups of Active Clients

[4]The subgroups in Table 2 are potentially overlapping, and therefore the columns do not sum to 100 percent.

For the purposes of this report, "active clients" are individuals either receiving services from KnoxHMIS partner agencies or having an entry/exit into a partner agency program. While the majority of active clients are homeless (N=7,773), some active clients are in housing (N=1,485) and are formerly homeless or at risk of becoming homeless. The flowchart illustrates the different sub-groups of individuals who are included in the active client population.[5][6]

In all of 2012, there were 9,388 active clients in Knox County, a 4 percent increase compared to the number of active clients in 2011. The percentage of active clients who were chronically homeless also slightly increased in 2012 from 19 percent in 2011 (1,715/9,023) to 20 percent in 2012 (1,881/9,388), a 1 percent change.

It should be noted that in KnoxHMIS' previous annual reports on homelessness, the number of "active clients" was calculated by simply counting the number of individuals receiving services during the year-long report period. However, not all of our partner agencies capture services; instead they may track entries into their agency programs. In order to provide a more accurate count of active clients, KnoxHMIS decided to include both services and program entries as indicators for client activity.

As is evident in Chart 3, the number of active clients has increased almost 60% since 2007. This could potentially indicate improvements in agency data quality, increased utilization of KnoxHMIS and the addition over the last five years of new partner agencieswho are serving clients not previously captured in KnoxHMIS. Below is a table detailing the number of active clients between the years of 2007 and 2012.

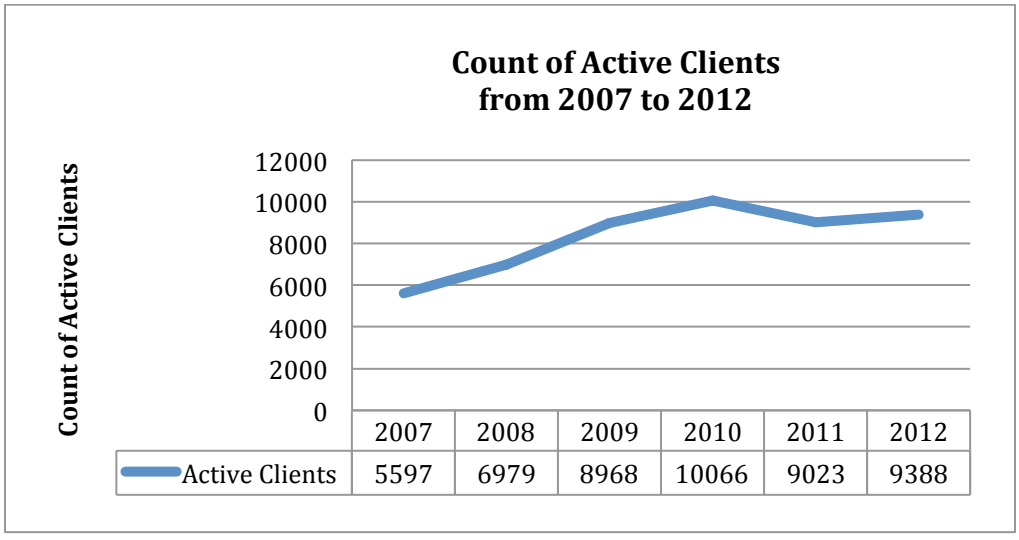


Chart 3: Count of Active Clients from 2007 to 2012

[5]Individuals categorized as homeless meet HUD's definition for homelessness.

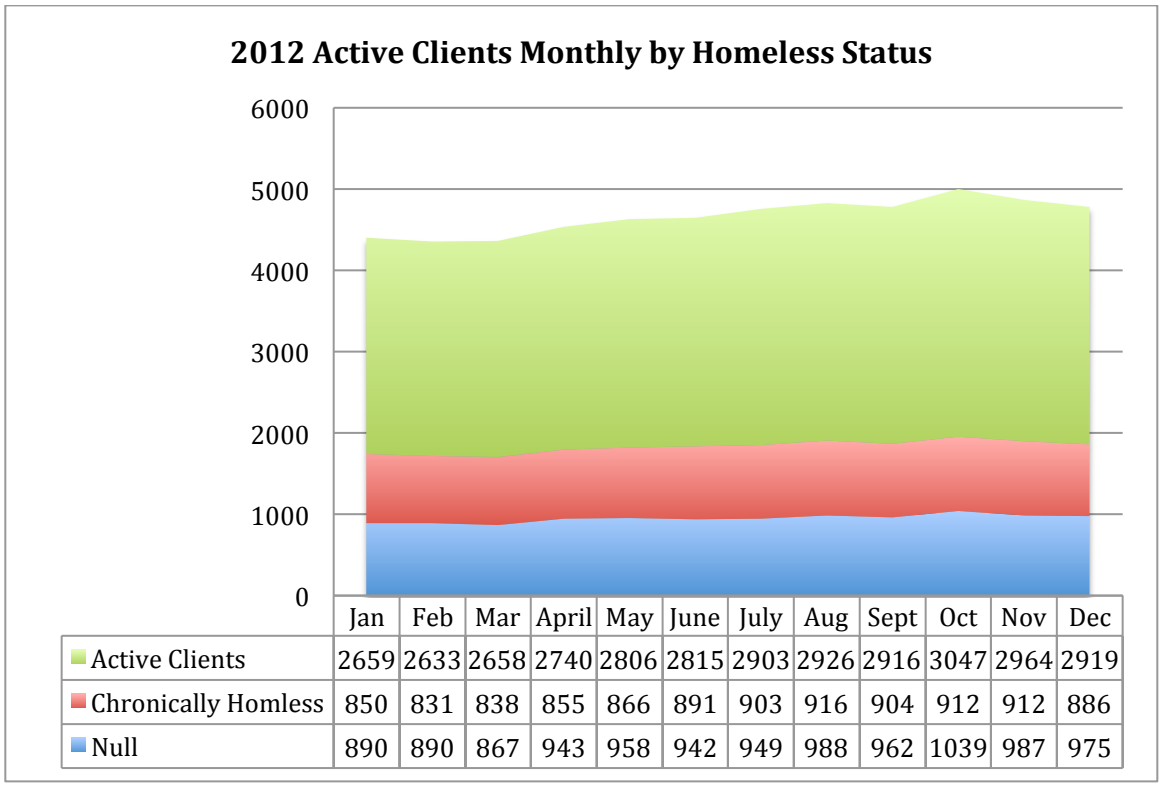
[6]The sum of all subgroups in the flowchart may not equal the total number of active clients (9,388) due to null data of the chronically homeless variable.

Table 3 displays the percent change from 2011 to 2012 in the non-chronically homeless population, chronically homeless population, and the total homeless population.

	2011	2012	Percent Change
Not Chronically Homeless	5,824	5,892	2%
Chronically Homeless	1,715	1,881	10%
Null	1,169	1,278	9%
Total	**9,023**	**9,388**	**4%**

Table 3: Active Clients by Homeless Status (2011-2012)

On average, 4,462 clients sought services per month. Of those clients, an average of 880 were chronically homeless per month. Please note that the sum of active clients by quarter and month will not equal the total number of active clients (9,388) because the same clients may be active from month to month.



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Active Clients	2659	2633	2658	2740	2806	2815	2903	2926	2916	3047	2964	2919
Chronically Homless	850	831	838	855	866	891	903	916	904	912	912	886
Null	890	890	867	943	958	942	949	988	962	1039	987	975

Chart 4: Active Clients Monthly by Homeless Status in 2012

Basic Demographic Information on Active Clients

The charts below provide demographic information on active clients in 2012. The percentage breakdown for gender and race is consistent with 2011 data; however, the percentage of Black or African American individuals has decreased slightly from 29 percent in 2011 to 28 percent in 2012. Notably, 17.1% percent of the city of Knoxville's population is African American and 16.9 percent of the population of Tennessee[7]. Therefore, a disproportionate percentage of African Americans sought services compared to the percentage of African Americans represented in Knox County and the state of Tennessee. The category of Other/Multiracial constitutes 4 percent of active clients includes individuals who are American Indian, Alaskan Native, Asian, Native Hawaiian, and Multiracial.

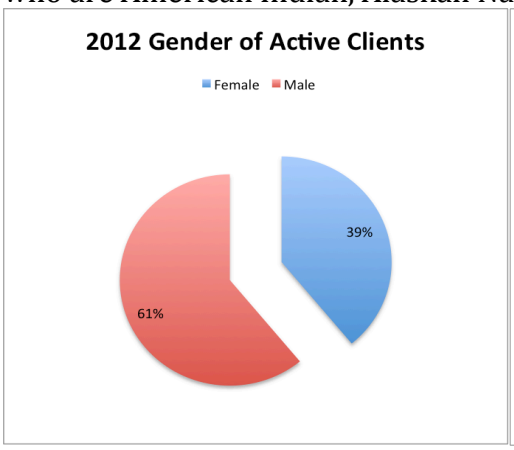


Chart 5: 2012 Gender of Clients

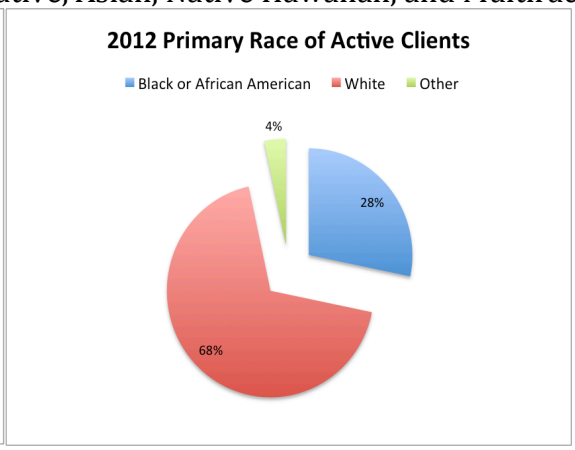


Chart 6: 2012 Primary Race of Active Clients

Chart 7 illustrates the age distribution of active clients by gender. In 2012, the most common age (mode) for homeless men was 52, while the most common age for homeless women was 30 years old. Of particular interest is that the peak age concentration for homeless women is 22 years younger than the peak age concentration of homeless men.

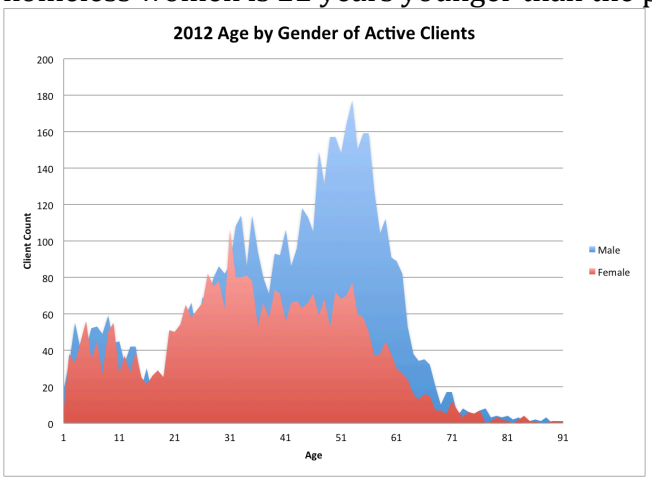


Chart 7: 2012 Age Distribution of Active Clients by Gender

[7] 2011 US Census Bureau (quickfact.census.gov)

Disability Status of Active Clients

In 2012, 30 percent of active clients had a disability. Chart 8 shows the percentage of active clients with disability types by homeless status. Both the chronically homeless and non-chronically homeless populations most frequently report having a mental health disability.[8]

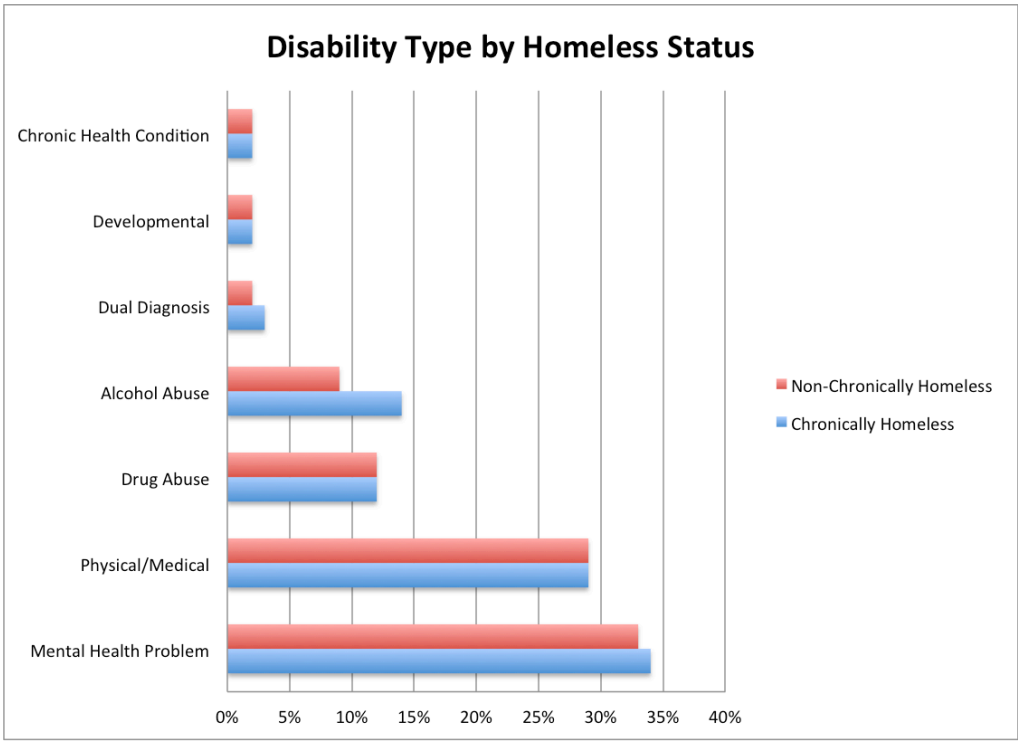


Chart 8: Disability Type by Homeless Status

[8] These percentages on disability types represent only those individuals who have a recorded disability type in KnoxHMIS (n=3,905).

Self-Reported Primary Reason for Homelessness of Active Clients

As is illustrated in the chart below, differences in primary reason for homelessness differed by gender in 2012. Males most frequently report Loss of Job (22%) as primary reason for homelessness, while females most frequently report Domestic Violence Victim (17%).[9] This variable is based on the client's perception of his or her primary reason for homelessness. Therefore this variable is subject to the social desirability bias in which individuals tend to respond in ways that will be viewed favorably by others.

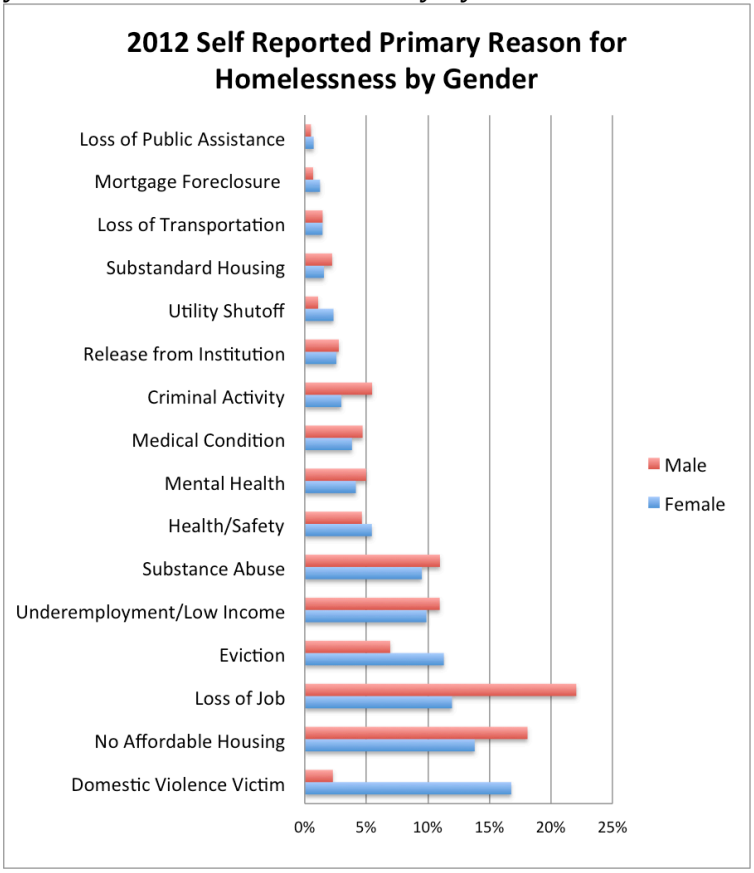


Chart 9: Self-Reported Primary Reason for Homelessness by Gender

Table 4 shows the percentage of adult women active clients between 2008 and 2011 who reported domestic violence as the primary reason for homelessness. In 2012, 17 percent (582) women clients reported domestic violence as primary reason for homelessness.

Table 4: Percent of Women Clients Citing Domestic Violence as Primary Reason for Homelessness

2008	21%
2009	17.7%
2010	15.2%
2011	15.4%
2012	17%

[9]These percentages on primary reason for homelessness represent only those individuals who have a recorded primary reason for homelessness in KnoxHMIS (n=5,325).

Subpopulations of Active Clients

In this section, the following five sub-populations are examined: chronically homeless, veterans, female single parents, street homeless, and children. For the purposes of this report, individuals identified as "street homeless" were living in a place not meant for human habitation (i.e. on the street, in a vehicle, or camping). Table 5 shows the percentage of all active clients falling in each of the five designated subpopulations.

Table 5: Percent of All Active Clients in Subpopulations

	All Active Clients n=9,388
Chronically Homeless	20%
Children	14%
Veterans	11%
Street Homeless	7%
Female Single Parents	9%

The tables under each subpopulation reveal the degree of overlap among these subgroups. Of particular interest is that while 20 percent of all active clients are chronically homeless (Table 5), street homeless individuals and veterans are a larger percentage (15% and 19% respectively) of the chronically homeless population than they are of the general homeless population.

Table 6: Characteristics of the Chronically Homeless Population

Chronically Homeless Population (n=1,881)	
African American	29%
Street Homeless	15%
Veterans	19%
Female Single Parents	4%

Chronic Homelessness

As defined by Housing and Urban Development (HUD), chronically homeless describes an individual or family who has been homeless for at least a year or has had at least four episodes of homelessness in the past three years AND the head of household in a family or the individual has a disabling condition.

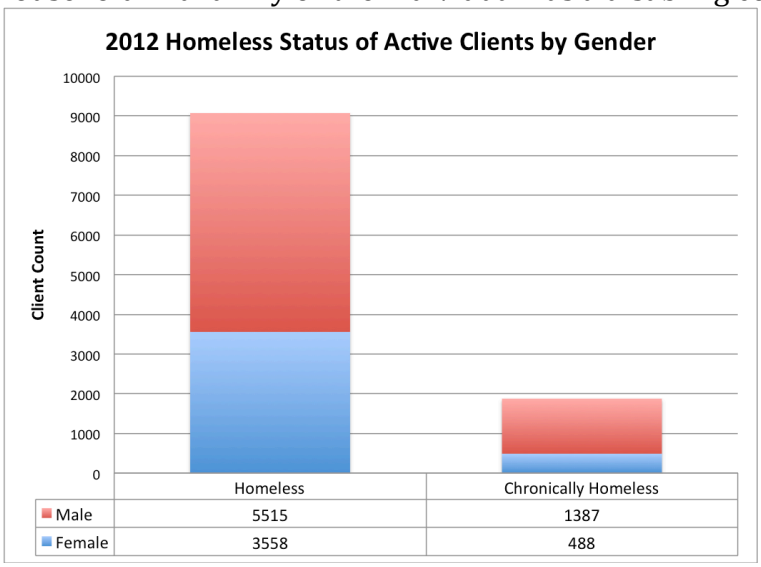


Chart 10: 2012 Homeless Status of Active Clients by Gender

With the exception of gender, the demographic characteristics of chronically homeless individuals are similar to the demographic characteristics of the non-chronically homeless individuals. Seventy-three percent of the chronically homeless population was male compared to only 61 percent of the non-chronically homeless population (Chart 10).[10]

Charts 11 and 12 below illustrate the differences in the age distribution of chronically homeless males and females. As is evidenced in Chart 11, a notably large percentage of chronically homeless males are between the ages of 40 and 60, whereas the distribution of chronically homeless females does not have a pronounced peak.

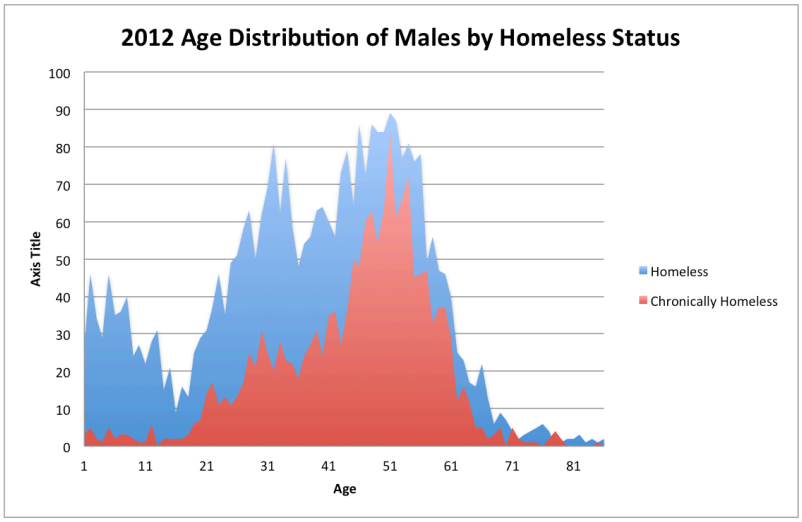


Chart 11: 2012 Age Distribution of Males by Homeless Status

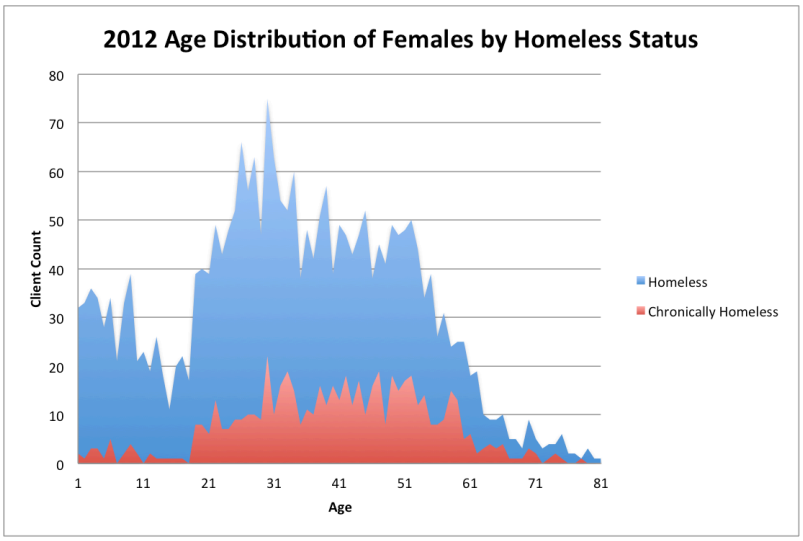


Chart 12: 2012 Age Distribution of Females by Homeless Status.

[10] Chart 10 only displays data on individuals with chronically homeless status and gender reported.

The following chart compares the self-reported primary reason for homelessness of the chronically homeless and non-chronically homeless populations.[11] Chronically homeless individuals were more likely to report substance abuse, mental health, criminal activity, a -medical condition, and underemployment/low income as primary reasons for homelessness compared to non-chronically homeless individuals. Again, these figures could be impacted by the social desirability bias in which individuals tend to respond in ways that reflect positively on themselves.

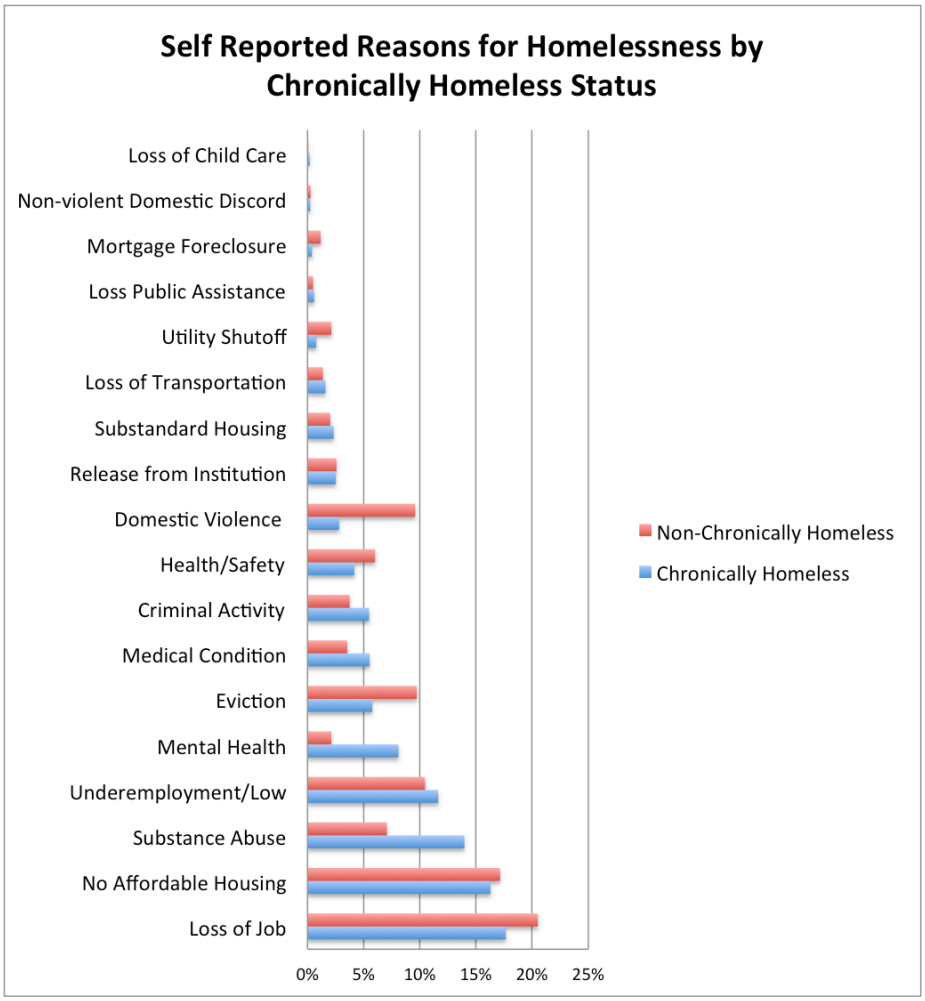


Chart 13: Self-Reported Primary Reason for Homelessness by Homeless Status

[11]These percentages on primary reason for homelessness represent only those individuals who have a recorded primary reason for homelessness and a homeless status in KnoxHMIS (n=7,102).

Table 7: Characteristics of the Veteran Population

Veterans (n=1,057)	
Chronically Homeless	40%
African American	27%
Street Homeless	10%
Female Head of Household	3%
Children	1%

Veterans

Ten percent of active clients in KnoxHMIS were veterans. According to the 2009 Annual Homeless Assessment Report to Congress (AHAR), nationally 11.5 percent of sheltered homeless individuals were veterans**.** This lower representation of veterans in KnoxHMIS could be due to the fact that veterans are seeking services from agencies funded through the U.S. Department of Veterans Affairs, which are not yet captured in HMIS. KnoxHMIS data suggest that veterans are frequently engaging with emergency services and are not engaging with case management from our partner agencies as frequently. Furthermore, 40 percent of active clients who are veterans were described as chronically homeless in 2012.

Female Single Parents

In 2012, 9 percent of active clients were female single parents with their children. The average female single parent was 34 and had 1.3 children. Furthermore of these single female parents, 27 percent reported domestic violence as the primary reason for homelessness followed by eviction (14%) and lack of affordable housing (13%). Female single parent households constituted 29 percent of all households seeking services in 2012 (Chart 14).

Table 8: Characteristics of Female Single Parents

Female Single Parents (n=823)	
Chronically Homeless	10%
Veterans	2%
Street Homeless	5%

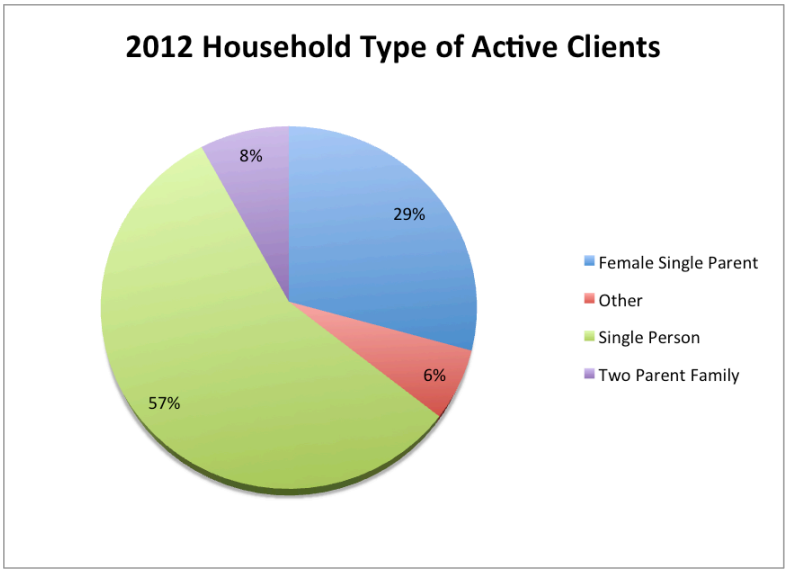


Chart 14: 2012 Percentage of Household Type

Street Homeless

As defined by HUD, an individual who is street homeless currently lives in a place not meant for human habitation. Of the 537 individuals who were street homeless in 2012, 64 percent were male and 1 percent were children. These individuals spent an average of 338 days living in a place not meant for human habitation. The street homeless population accessed a total of 34,899 services in 2012, meaning that each individual accessed an average of 65 services. Of those services, the street homeless most frequently accessed meals and drop-in center. Sixty-two percent of the street homeless population reported a disability. Chart 15 displays the disability types of individuals with a reported disability.

Table 9: Characteristics of the Street Homeless Population

Street Homeless (n=537)	
Chronically Homeless	50%
African American	36%
Veterans	18%
Female Head of Household	14%
Children	1%

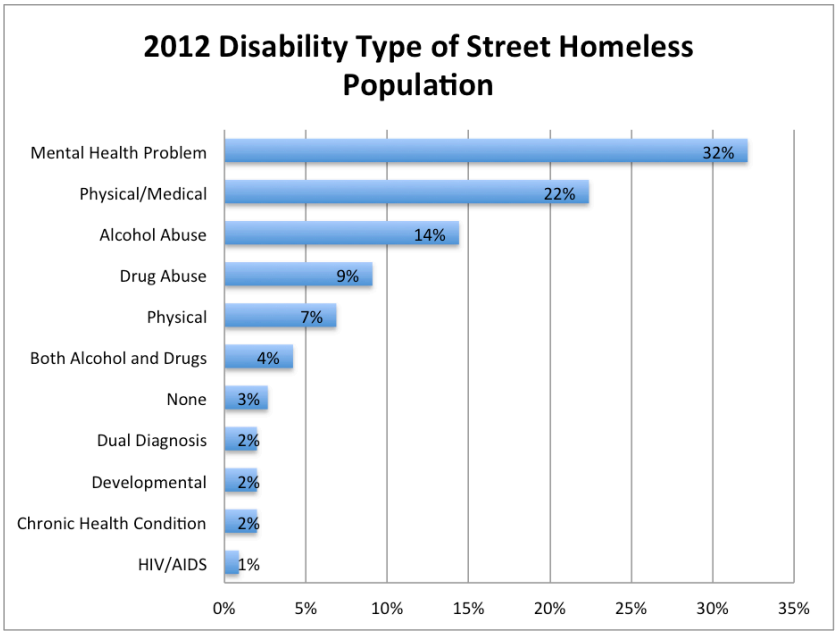


Chart 15: 2012 Disability Type of Street Homeless Population

Children

In 2012, 14 percent of active clients were under the age of 18 (1,337 clients), and 10 percent were 10 years old or younger (921 clients). The average age of active client children was 7.9 years. Additionally, 79 percent of these children were in female single parent households, and 15 percent were in two-parent household.

Services Captured in KnoxHMIS

The average number of services provided per month has changed from 32,119 in 2011 to 34,546 in 2012, an 8 percent increase. Chart 16 illustrates the number of services recorded per month over the last year.

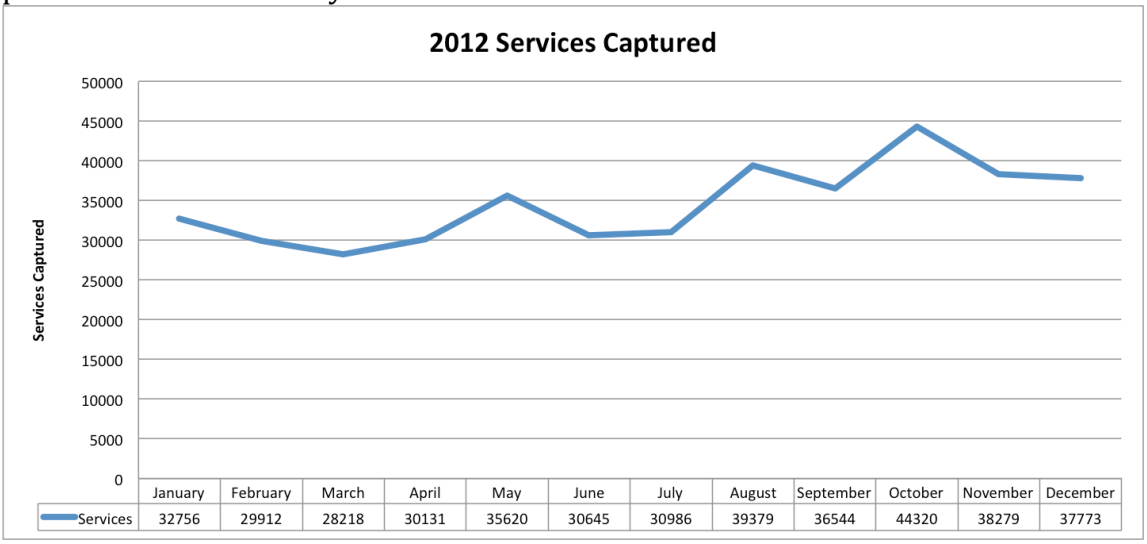


Chart 16: Services Captured in KnoxHMIS in 2012

The charts below display that 17 percent of clients receiving services were chronically homeless (Chart 17) while the chronically homeless population accounted for 35 percent of all services delivered in 2012 (Chart 18). Therefore, the chronically homeless population consumed a larger proportion of services than the non-chronically homeless population. These findings are consistent with the previous data in 2011 in which the chronically homeless population consisted of 21 percent of clients receiving services but accounted for 42 percent of all services provided.

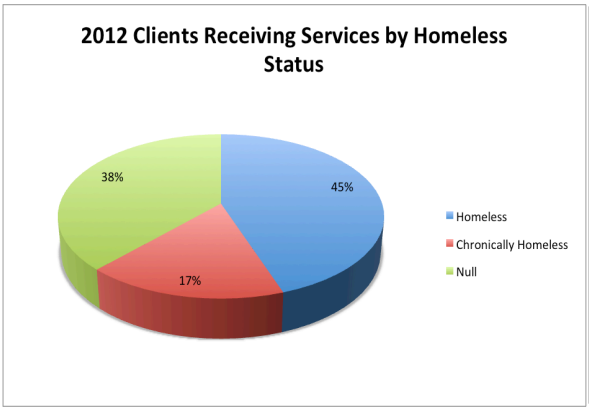


Chart 17: Percent of Clients Receiving Services by Homeless Status

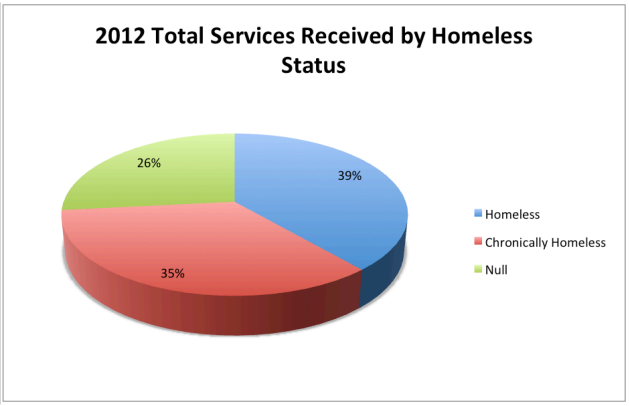


Chart 18: Percent of Total Services Received by Homeless Status

Emergency Shelter and Transitional Housing

Table 10: 2012 Average Nights Stayed in Emergency Shelter and Transitional Housing

	Average	Standard Deviation	Mode	Maximum
Emergency Shelter	32	57	1	367
Transitional Housing	167	210	2	967

Also important to the understanding of homelessness in Knoxville is the utilization of local emergency shelters and transitional housing facilities. Table 10 displays the average, mode and maximum nights stayed in Emergency Shetlers and Transitional Housig during 2012.

Housing Outcomes

Since July 2008 when KnoxHMIS began capturing data on housing outcomes, KnoxHMIS partner agencies have housed 3,973 individuals. Of these housing placements, 1,696 individuals have been placed in permanent supportive housing, 1,022 formerly homeless individuals rent a house or apartment without a subsidy, and 59 individuals own their own homes. Chart 19 illustrates the number of individuals placed into each housing type since July 2008.

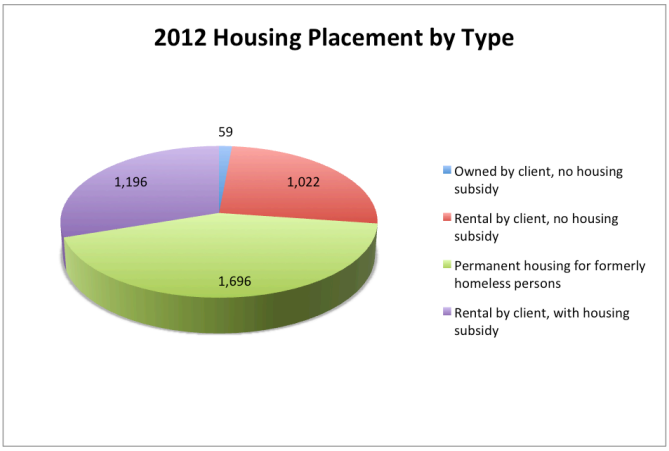


Chart 19: Housing Placement Data by Type

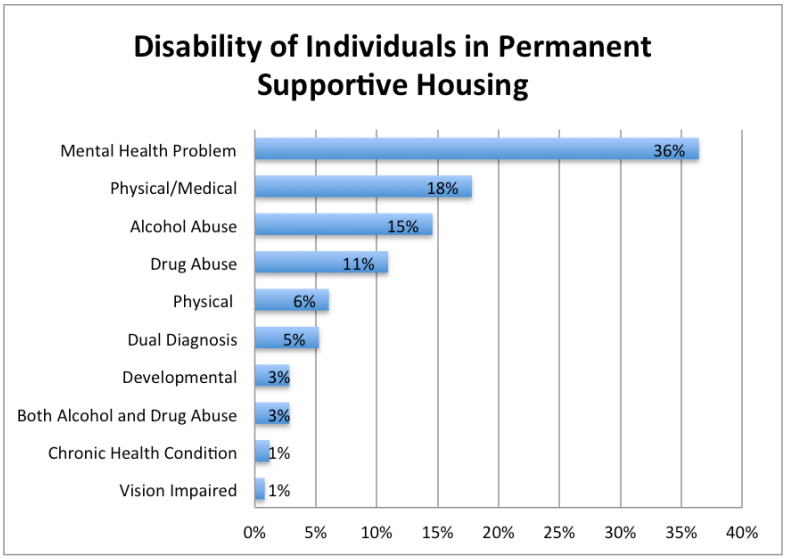


Chart 20: Disability Type of Formerly Homeless Individuals in Permanent Supportive Housing

Permanent Supportive Housing

Though the gender breakdown of formerly homeless individuals placed in permanent supportive housing was fairly even between 2011 and 2012, this year 30 percent were female while 70 percent were male. Additionally, 76 percent of individuals in permanent supportive housing have a disability of long duration. Of those individuals with a reported disability type, 41 percent had a mental health problem followed by 15 percent with a physical/medical problem.

Homelessness Prevention and Rapid Rehousing Program

In September 2009, two KnoxHMIS partner agencies received funding through the Homeless Prevention and Rapid Rehousing Program (HPRP), part of the American Recovery and Reinvestment Act. The program serves individuals and families who are currently homeless through the Homeless Assistance program, and individuals and families who are at risk of homelessness through the Homelessness Prevention program. Table 11 below illustrates the number of individuals and families assisted through these funds.

Table 11: 2012 HPRP Assistance

Total Program Enrollment	**n=1738**
Exited to Permanent Destination	1585
Exited to Temporary Destination	41
Exited to Institutional Destination	8
Exited to Other/Don't Know/Deceased	104

Of the 1,738 individuals who have left the Homelessness Prevention and Rapid Reshousing program, 91 percent (1585) of them exited to permanent homes, such as an apartment or rental house.

Casenotes

The casenote feature in KnoxHMIS allows case managers to record detailed information on clients that they are assisting. In 2012, KnoxHMIS partner agencies recorded 11,451 casenotes on 1,025 clients, averaging 11.2 casenotes per client. These figures are a decrease in casenote per client (Table 13) and a slight increase in clients with casenotes from 2011 (Table 12). Although the number of total casenotes is fairly consistent, the percentage of active clients with casenotes has increased (Table 12). Chart 21 illustrates the fluctuation of casenotes entered on a monthly basis.

Table 12: 2009-2012 Percentage of Active Clients with Casenotes

	Percentage of Active Clients with Casenotes
2012	22%
2011	13.6%
2010	20%
2009	28%

Table 13: 2009-2012 Average Number of Casenotes per Client

	Total Casenotes	Clients with Casenotes	Average Casenotes per Client
2012	11,451	1,025	11.2
2011	12,701	994	12.8
2010	10,505	1,411	7.9
2009	10,265	1,560	6.58

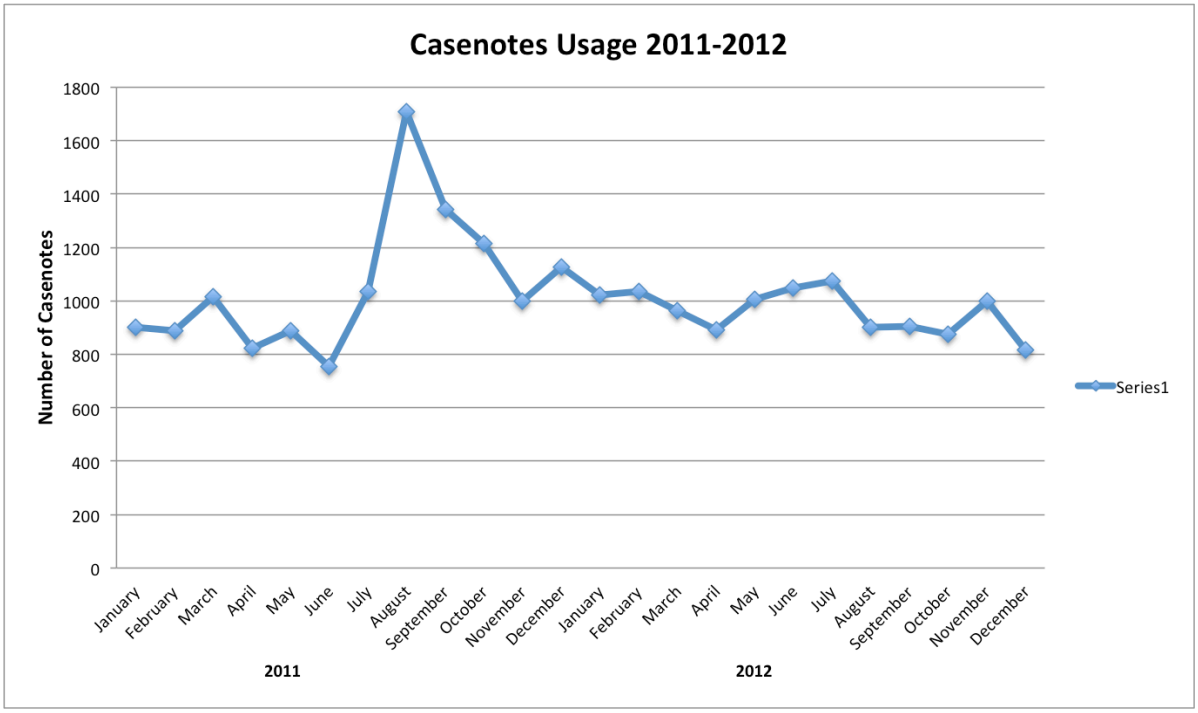
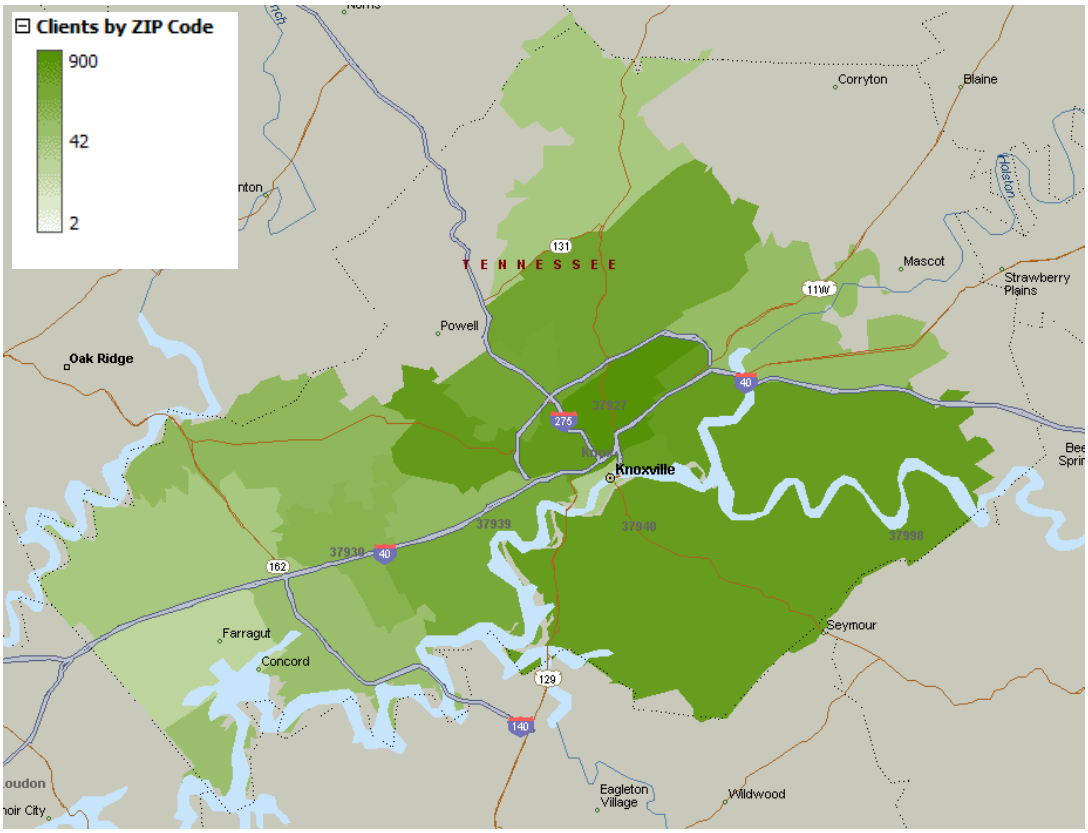


Chart 21: 2011-2012 Casenote Usage

Maps of Zip Code of Last Permanent Address

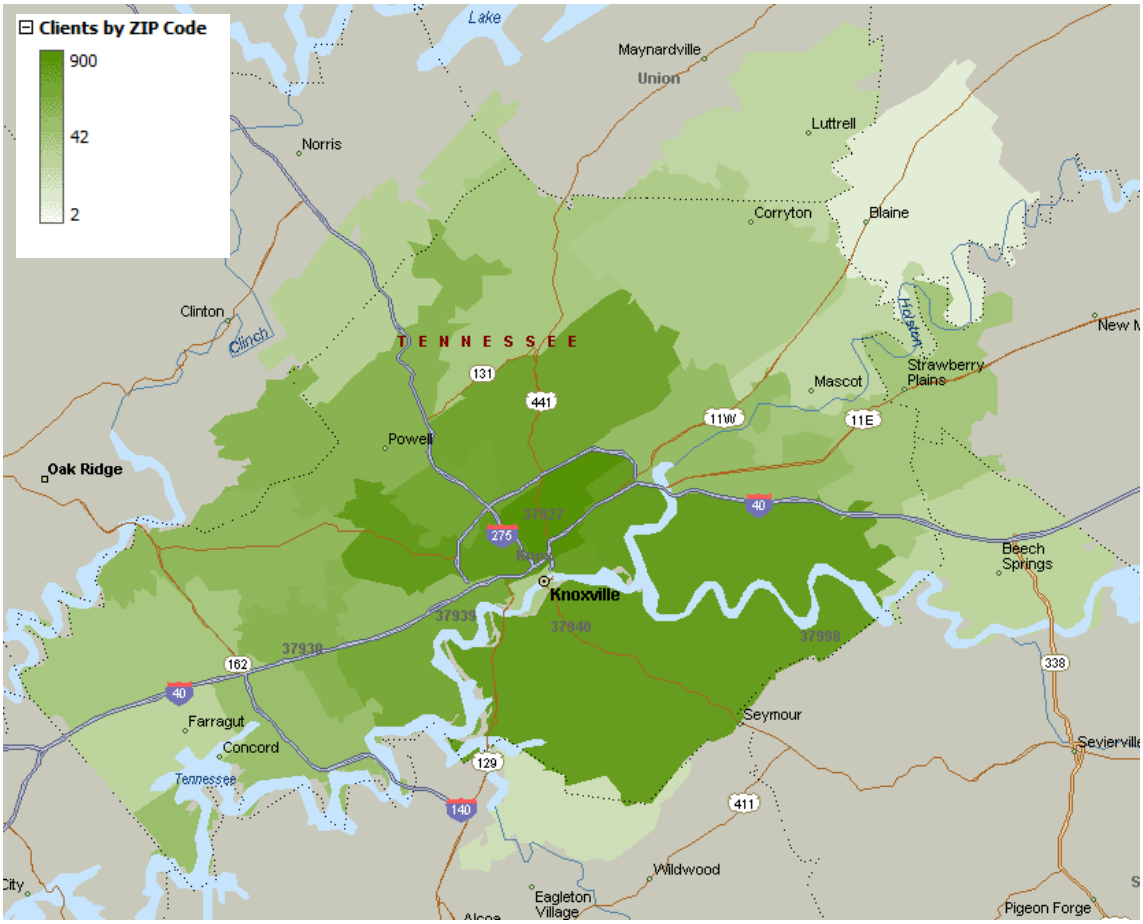
The following maps show the distribution of clients who received services in 2012 by the client's zip code of last permanent address. Zip code was recorded for 69 percent of active clients. These maps illustrate that the 62 percent of active clients had a last permanent address in the Knoxville-Knox County area. This represents a 2 percent increase from last year. In addition, 78 percent of individuals experiencing homelessness in Knoxville in 2012 report their last permanent address in Knox or a surrounding county.

Map 1 illustrates the distribution of last permanent address within the Knoxville City Limits. The highest concentration of clients had a last permanent address located in 37917 and 37921. Please note that some zip codes may only partially fall within the city of Knoxville and are therefore included in Knoxville.



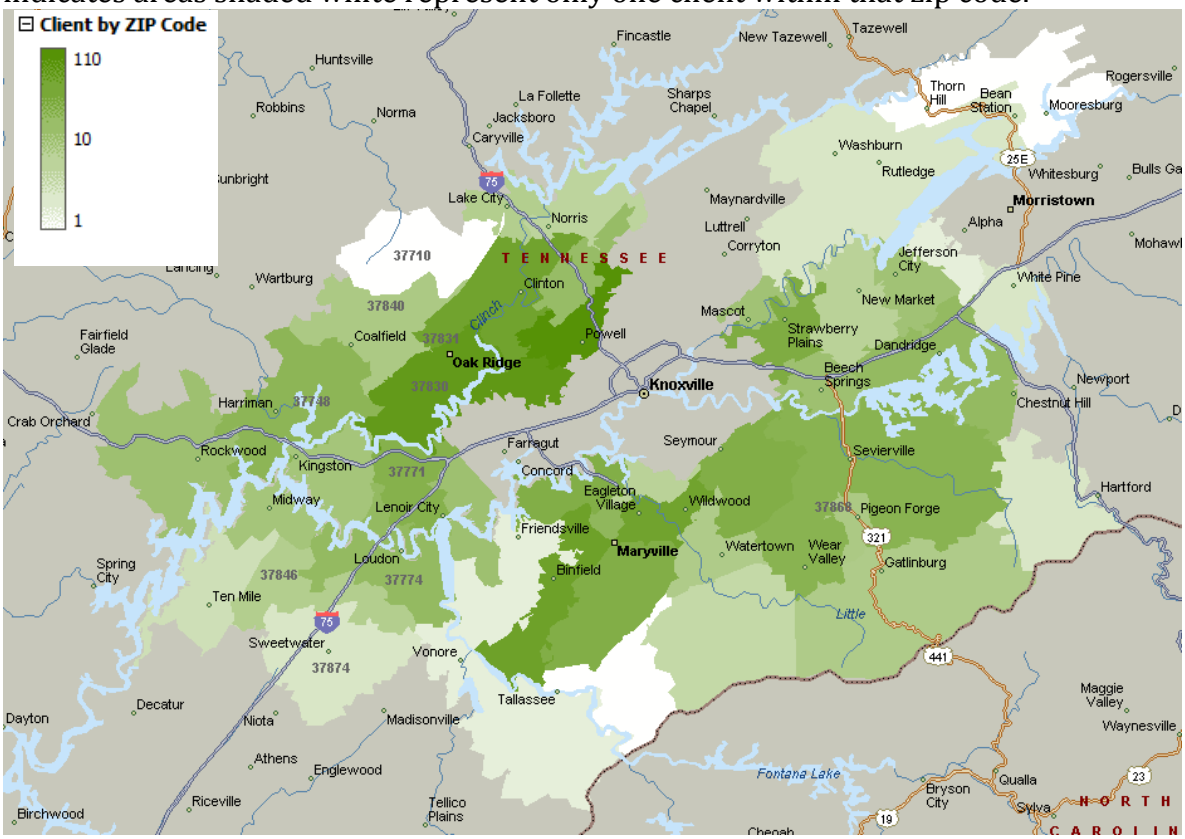
Map 1: Distribution of Clients in Knoxville by Zip Code of Last Permanent Address

Map 2 illustrates the distribution of clients by zip code of last permanent address within Knox County. Sixty-two percent of clients had a zip code within the Knox County limits.



Map 2: Distribution of Clients in Knoxville-Knox County by Last Permanent Address

Map 3 illustrates the distribution of clients by last permanent address in Knox County and the surrounding 13 counties[12]. Seventy-eight percent of clients had a last permanent address within Knoxville or the surrounding counties. Map 4 shows the distribution of clients across the entire state of Tennessee. Please note the accompanying legend that indicates areas shaded white represent only one client within that zip code.



Map 3: Distribution of Clients in Knoxville and Surrounding 8 Counties by Last Permanent Address

Map 4: Distribution of Clients Across Tennessee by Last Permanent Address

[12]The surrounding 13 counties include: Anderson, Claiborne, Campbell, Monroe, Hamblen, Jefferson, Union, Grainger, Jefferson, Sevier, Blount, Cocke, and Loudon

KnoxHMIS Data Quality

The data quality of information stored in KnoxHMIS is central to the functioning of the system. With better data quality, agencies and case managers can more accurately coordinate services for the homeless population. Data quality also affects the ability of KnoxHMIS to report on a federal level by participating in the Annual Homeless Assessment Report to Congress. Furthermore, data quality is also important to the Knoxville community so that accurate and meaningful data is reported on the efficacy of programs assisting the homeless population.

Chart 22 displays the percentage of HUD required data elements that are incomplete on a monthly basis. New clients data quality refers to the data quality of clients newly entered into the system. The clients captured under entry/exit data quality represent those who are having more consistent contact with an agency.

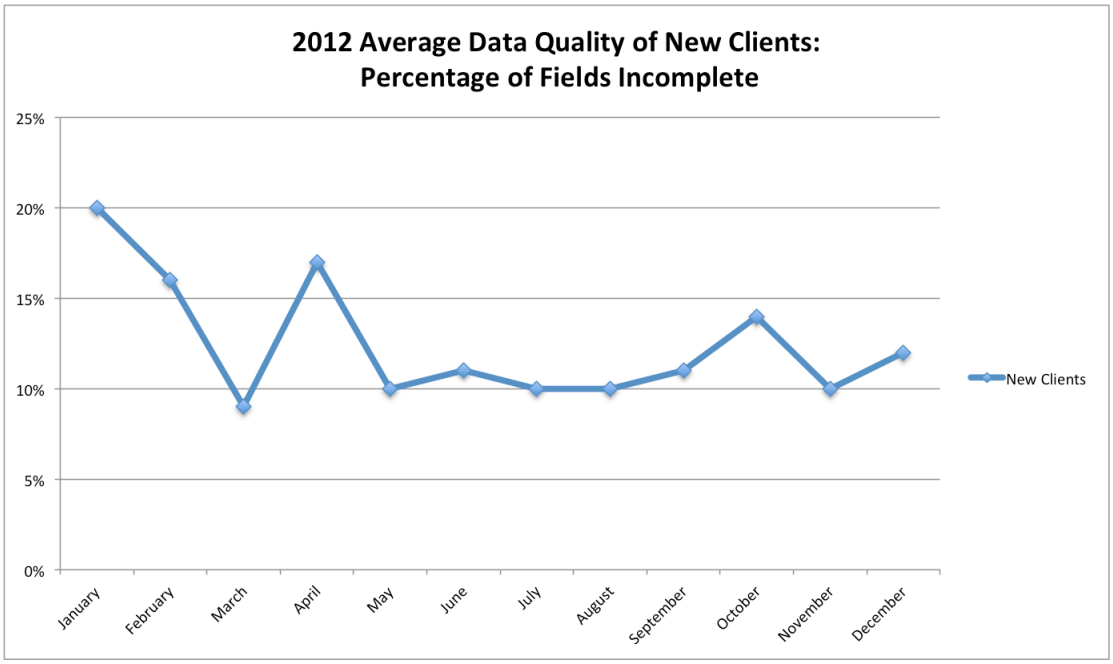


Chart 22: 2012 Average Data Quality of New Clients: Percent of Fields Incomplete

Director's Commentary

Since November 2004, more than 30,000 unique individuals have sought services for current or imminent homelessness from homeless service providers in Knoxville and Knox County. This year's KnoxHMIS Annual Report provides a highly detailed examination of those 9,388 individuals and family members who have sought services during 2012. The purpose of this Director's Commentary is to offer context and perspective on the wealth of data about the lives of people in poverty presented here.

It is commonly believed that the primary reasons for homelessness are drug and alcohol abuse and mental illness. In an article entitled *The Ecology of Homelessness,* Dr. Roger Nooe and I described how homelessness is best understood as a phenomena resulting from a complex interaction of individual factors, structural and economic forces, and environmental circumstances. Evidence of this interaction effect is found in the present report. For women, the dominant self-reported reasons for homelessness are poverty (no affordable housing, loss of job, eviction, underemployment/low income) and domestic violence. Combined, these factors account for approximately 52% of self-reported reasons for homelessness among female active clients in the past year. For men, these four factors account for 61% of the self-reported reasons for homelessness. As described in the report, it may be easier for individuals to both self-recognize and report economic reasons than personal or familial problems associated with homelessness. Case managers' assessments indicate that 30% of active clients have a U.S. Department of Housing and Urban Development (HUD) recognized disability. Taken together, these two sets of facts support the perspective, found in nation-wide research, that homelessness is best understood as resulting from the interplay of individual and structural/economic factors.

Once again this year, we found that, contrary to the often-stated belief that most homeless individuals come to Knoxville from elsewhere, a majority (62%) are from Knox County and the vast majority (78%) are from Knox County and the surrounding counties. Further, it is important to point out that the demographic profile of the population of people experiencing homelessness in Knoxville and Knox County is strikingly reflective of national demographic data published in the HUD Annual Homelessness Assessment Report to Congress.

The array of data captured in KnoxHMIS allows for examination of services delivery and outcomes reporting. The average length of stay in emergency shelter was 32 days, an increase of three days over the same statistic in 2011, while the length of stay in transitional housing rose from 148 days to 167. Case managers recorded housing of 561 individuals over the past year. Given limited housing options and resources, the housing of these individuals is a noteworthy accomplishment. However, this figure represents only 7% of the 7,773 the currently homeless individuals served in 2012.

The data suggest that the Homeless Prevention and Rapid Rehousing programs have been extremely successful in preventing homelessness for individuals and families at risk of homelessness, and in quickly placing those who have become homeless back in permanent housing. Since 2009, 91% of clients served were in permanent homes at the time they exited

the programs. Further analysis is needed to determine housing retention rates over time of these individuals and families. Additional efforts are needed as well to increase the use of casenotes by agency staff members in order to better coordinate care and reduce the duplication of services. As noted above, only 22% of all active clients had casenotes recorded in KnoxHMIS documenting service delivery and coordination efforts. Despite this concern, we applaud the work of the case managers who devote their time and energy to alleviating homelessness in our community.

The KnoxHMIS Annual Report would not be possible without the ongoing data collection efforts of the 133 licensed users in our 15 partner agencies and the support of their dedicated directors. We greatly appreciate their work to serve the individuals and families who are homeless in our area and to document their endeavors in this data system. We also offer our thanks to the all too numerous individuals and families experiencing homelessness who gave their permission to have their information entered into KnoxHMIS. The resulting data enables us to serve the public by providing critical information to the community, our partner agencies, the City of Knoxville, Knox County, and to HUD. We believe the information presented in this report is critical to reducing duplication of services and fostering efforts to address the multiple needs of persons experiencing homelessness in this community.

This report is a result of the combined efforts of the KnoxHMIS team including Deidre Ford, Don Kenworthy, Stacia West, Lisa Higginbotham, and our MSSW graduate intern Jayme Hogan-Yarbro. Lisa and Jayme put in countless hours running numerous data analysis procedures necessary to produce this report. Well done.

David A. Patterson, Ph.D
Director, KnoxHMIS